

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
Division of Administrative Services
Office of Employee Wellness
Duty Statement
And
Essential Function List

Classification: Staff Services Manager I (4800)
Headquarters: 1515 S Street, Sacramento, CA 95811

Position Number: 065-544-4800-XXX
Appointee: _____
Collective Bargaining Identifier (CBID): SO1
Conflict of Interest Filer: _____

Appointment Tenure/Time Base: PFT
Effective Date: _____
Probationary Period: 12 Months
Bilingual Position: No

This position requires the incumbent to possess a high work ethic, communicate effectively (orally and in writing); demonstrate excellent interpersonal skills; maintain regular attendance; produce accurate work product, exercise good judgment and collaborate successfully with other members of the assigned team. This position requires personal continuing interaction with various stakeholders, in person, by phone and/or email and requires maintaining confidentiality as it pertains to sensitive information.

- **Position Summary:** Under the direction of the Chief Psychologist, Office of Employee Wellness (OEW), the Staff Services Manager I, in conjunction with other disciplines, facilitates the daily operation of the statewide peer support program, plans, organizes and responsible for the direct supervision of professional staff (i.e., Staff Services Analyst and Associate Governmental Program Analysts) in the development, implementation, delivery, evaluation and ongoing enhancement of a variety of physical and mental wellness, and behavioral health services to CDCR/CCHCS employees, including but not limited to the Employee Assistance Program (EAP), Suicide Prevention, Military Support, and Chaplaincy Program.

Supervision Received: Under the direction of the Chief Psychologist, OEW.

Supervision Exercised: This position has supervisory responsibility for supervisory and rank and file incumbents in professional, and support staff classifications. The position also provides functional direction to the statewide Peer Support Program Volunteers and local EAP Coordinators.

Duties Include:**% Essential Functions**

- 35 % Plans, organizes, and leads the daily activities of professional staff in the development, implementation, delivery, evaluation and enhancement of comprehensive programs of mental and behavioral health and wellness services for CDCR/CCHCS employees. Supervises staff performing activities related to the enhancement of CDCR employee wellness programs including, but not limited to: EAP, Peer Support Program (PSP), military support, Chaplaincy program, family wellness programs, and overall employee health and wellness programs and projects. Provides policy analysis, formulation and direction to subordinate staff on policies and guidelines that apply to or impact the development, maintenance, and enhancement of employee wellness programming. Provides appropriate functional direction to wellness field teams located within the prisons, parole regions, juvenile facilities and headquarters locations. Conduct presentations on the goals, operations, and use of PSP and Wellness programs.
- 30% As part of multidisciplinary team, develop, implement, administer, coordinate, and evaluate the statewide PSP and PSP Standardization. Create project plans that include processes, procedures, goals, milestones, communication plans to key stakeholders. Collect data, monitor trends, and provide ongoing program evaluation to management to identify current progress and future program needs for PSP.
- 20% Establishes work assignments, mentors and develops staff by providing training and guidance on assignments, presentations and associated processes related to the departmental wellness program. Evaluates work performed by subordinates, takes corrective action, and recommends administrative action as needed. Ensures timely completion and implementation of recommended program enhancements.
- 10% Collect, analyze and report on qualitative and quantitative data to inform best practices and to guide departmental recommendations in decision making. Research and provide input regarding best practices related to behavioral wellness guidelines for employee services; prepare reports and conduct special projects and research on behavioral wellness; and develop health interventions.
- 5% Represents the Department in arbitration hearings, meetings, conferences and public hearings, develops and maintains working relationships with other programs and organizations, and may work with community groups and agencies to develop supportive resources. Collaborates with internal and external stakeholders, community partners, and labor organizations. May submit budget requests for associated personnel, equipment, and supplies.

SCOPE AND IMPACT

Responsibility for Decisions and Consequence of Error: Assume and demonstrate independent responsibility for decisions and actions having staff and programmatic impact. High consequence of error.

Personal Contacts:

- *Internal:* Secretary, Undersecretaries, Directors, Deputy Directors, Division Chiefs, Wardens, Regional Parole Administrators, departmental medical and mental health professionals, line supervisors and staff.
- *External:* Stakeholders, local mental health professionals, other governmental agencies, union representatives, community organizations

DESIRABLE QUALIFICATIONS

Incumbent must demonstrate the ability to perform assigned functions effectively. Such overall ability requires passion of most of the following more specific knowledge and abilities

- Working knowledge of law enforcement/correctional-organizational dynamics and culture
- Knowledge of working conditions unique to a correctional setting
- Knowledge of common and unusual stressors in public safety work and strategies to mitigate their impact
- Must possess excellent written and verbal communication skills

PHYSICAL AND ENVIRONMENTAL DEMANDS

And

WORKING CONDITIONS AND REQUIREMENTS

Administrative Essential Functions:

- Must be able to be on standby, on-call to provide assistance.
- Maintain regular and reliable attendance, be punctual, and complete the workday and workweek in accordance with the position requirements.
- Identified work location is CDCR HQ (1515 S St.) but will be required to work at any CDCR location including any departmental location regardless of level of security, acuity, or population gender including; but not limited to, inside housing units, clinical environments.
- Be supervised or directed by assigned manager or supervisor.
- Maintain cooperative working relationships with members of staff, public officials, wardens, institutional and administrative staff, legal, public agencies, and professional groups.
- Function professionally under highly stressful circumstances, get along well and interact with co-workers, managers/supervisors, in person and through electronic and verbal means of communication, in a professional and courteous manner to accomplish common tasks.
- Interpret and apply appropriate laws, rules, regulations, policies, etc. in order to gather and provide information and respond to inquiries from within and outside the Department to

ensure compliance.

- Communicate effectively, intelligibly, and professionally, by way of verbal, written, or electronic communication, disseminate information, respond to inquiries, provide direction and training, and document appropriate information.
- Legibly and intelligibly document, prepare, report, and maintain records of clinical services provided; using word processor (e.g. MS Word), spreadsheet (e.g. MS Excel), and database programs.
- Inspect, observe, lock, and secure medical records and materials.
- Work under pressure and under tight deadlines.
- Represent the Department at formal and informal settings such as meetings, conferences, hearings, etc.
- Solve problems, reason, and make sound clinical judgments in patient assessment, diagnostic planning, and therapeutic planning.
- Comprehend, retain, integrate, synthesize and apply information to meet departmental demands.
- Work independently and with minimal, or at times, no supervision.
- Follow verbal and written instructions.
- Accept appropriate suggestions and constructive criticism and if necessary, respond by modification of behavior.
- Manage the use of time effectively and prioritize actions to complete professional and technical tasks within expected time constraints.
- Exercise professional judgment and ethical behavior at all times.
- Possess reading and writing skills sufficient to meet departmental demands.
- Identify and communicate limits of one's own knowledge and skills to others when appropriate.
- Multitask and deal with changing priorities.
- Must work effectively under stressful conditions, work effectively and cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shift (day/night).
- Statewide travel on short notice and may be required for extended periods of time.

Physical Essential Functions:

- Ability to respond quickly and appropriately during an emergency situation.
- Access all floors of facilities with multiple levels separated by flights of stairs.
- Have and maintain sufficient strength, agility, and endurance in order to respond during stressful or emergency (physical, mental, and emotional) situations without compromising the health and well-being of self or others.
- Have mental capacity to recall an incident in order to accurately document it in writing.
- Maintain and ensure confidentiality of all information, records, documents, concerns, issues, etc.
- Lift and carry occasionally to frequently, in the light (up to 20 pound maximum) range, from the ground to an overhead position.
- Push, pull, and grip occasionally to frequently to constantly.
- Sit and stand occasionally to frequently to continuously.
- Stoop, bend, kneel, reach, squat, climb, crawl, twist and stretch, occasionally to frequently to continuously.
- Walk occasionally to frequently to continuously on a wide range of surfaces for varying distances,

indoors or outdoors, in various weather conditions, which may become slippery due to the weather or spillage of liquids or which may be uneven or rough.

- Ability to travel via car, plane or train within the state as required including short notice travel.
- Observe and react to hazards, warnings, and alarms, sirens, flashing lights, voice commands and hand signals. Be aware of safe working practices.
- Withstand periodic exposure to chemical agents, including cleaning agents and solvent, and excessive noise.
- Use fingers and hands steadily, occasionally to frequently.
- Use and operate common office machines/equipment including telephones, cellular telephones, photocopiers, fax machines, personal computers, laptops, keyboards, video display terminals, printers, mail machines/scales/meters, calculators and similar equipment to complete assigned duties.
- Attend and participate in various training courses (e.g., orientation, staff meetings, in-service training, on-the-job training, conferences) to comply with departmental policies, procedures or supervisory directive, as needed or required.
- Perform required tasks in various lighting conditions, including dim or bright light.
- Expected to maintain safety by reporting misconduct, and activating an alarm when security breaches that could lead to injuries or escape occur.
- Ability to work in a confined space.
- Ability to work indoors and outdoors.

I certify that the above information is an accurate and complete list of the essential functions required for this job.

HIRING AUTHORITY NAME & TITLE – PRINT

SIGNATURE

DATE

OFFICE OF PERSONNEL SERVICES - PRINT

SIGNATURE

DATE

EMPLOYEE HEALTH AND WELLNESS – PRINT

SIGNATURE

DATE

